

VRIS UPDATE

CLIENT APPEAL PROCEDURES

Effective 3/9/10

Number 256

SUMMARY OF UPDATES

The program manual chapters on 'client appeal rights/decisions' and 'ineligible/no longer eligible determinations' have been revised. A new chapter has been created on 'mediation'. These revisions include:

Taking out references to area administrators in the review process since that position has been eliminated. Office directors will now take over the roll previously done by area administrators in the informal review process;

Clarifying that office directors would not review cases when they had been directly involved in working with the client;

Moving the section on mediation from the 'client appeal rights/decisions' chapter and making it a separate chapter;

Revising the ineligible/no longer eligible determinations' chapter to remove information about appeals;

Changing a few words to match federal regulation language such as disagree changed to dissatisfied; and

Dramatically reducing the 'client appeal rights/decisions' chapter.

VRIS POSTING

The two revised chapters and the new chapter are now posted on VRIS.

FORMS REVISED

The 'area administrator letter' in the forms list on VRIS has been renamed 'office director letter'.

TEAM COMMUNICATION

Office directors should review the revised three chapters with team members. It would be important to go over the revised 'client appeal rights/decisions' chapter in detail.

LEADERSHIP CONTACT

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